

# LIGHT READING

customer newsletter

May/June 2007

## Green Up! <sup>↑</sup> to reduce global warming

**"Green" energy is earth-friendly. It does not pollute the environment with greenhouse gases associated with global warming, climate change and negative impacts on our health.**

For a few extra dollars each month, our customers can purchase wind energy equal to 25, 50 or 100 percent of their home energy needs, and invest in new sources of renewable power. So far, about 3,300 customers have joined Green Up! And that number keeps climbing.



We are pleased to offer a special gift to those who join Green Up! with a one-year commitment. We'll send you a 12 ounce bag of organic coffee from Washington's 100% green-powered coffee company, Batdorf & Bronson ([www.batdorf.com](http://www.batdorf.com)). To sweeten the deal, we'll include a Dagoba organic chocolate bar ([www.dagobachocolate.com](http://www.dagobachocolate.com)). Existing subscribers can receive the gift by increasing to higher participation levels. This offer is good while supplies last. Please submit this form with your bill payment or sign up online at [www.greenupseattle.org](http://www.greenupseattle.org).

☐ **\$3 per month**  
25% participation level

☐ **\$6 per month**  
50% participation level

☐ **\$12 per month**  
100% participation level

Name

Phone Number

City Light Account Number

☐ Check box for coffee & chocolate bar gift  
Allow 6-8 weeks for delivery.

How did you hear about Green Up Seattle?

Service Address

City

State

Zip Code

Mailing Address (if different than above)

City

State

Zip Code

Signature I agree to pay the monthly charges selected above for at least one year.

**Questions? Call 206.684.8822  
or visit [www.greenupseattle.org](http://www.greenupseattle.org)**

**Mail the coupon with your bill payment or to: Green Up Seattle, Seattle City Light, PO Box 34023, Seattle, WA 98124-4023.**

## Efficient showerheads, an easy way to conserve

This summer, Seattle City Light, together with other local water and energy utilities, will provide single-family residents free, easy-to-install showerheads and bathroom faucet aerators. When installed, these products can reduce your utility bills. Be part of the global climate change solution. Your return mail offer for these free, energy-saving products will be sent to you in June. For more information, call us at **(206) 684-3800**.



### Did you know?

Seattle City Light meter readers need at least three feet of clearance around electric meters so they can easily see and read them. Please help keep this area clear. Remove plants, tools, building materials and other items that might obstruct their views. Customers with dogs and locked doors that prevent meter reading may call **(206) 386-1731** to request a meter-read schedule and to make arrangements for City Light access. **Thank you.**



# Thank you for your support - City Light customers are the best

Early in December, we conducted a customer satisfaction survey. Ninety-six percent of you said you were satisfied with the service City Light provides. Then the windstorm hit. We wondered if your enthusiasm would be equal after the storm.

In early February we conducted a second survey and 94 percent of you said you were satisfied with our service! Thank you. Many of you were exceptionally kind to our crews during the storm response work

and we appreciate it. And we received hundreds of letters of support from you after the storm. Right now we are looking at ways to improve our response efforts to any future challenges. We will ensure that we deserve your support by providing the best customer service possible. You can review the survey results at [www.seattle.gov/light](http://www.seattle.gov/light).

*Thank You*

## Planning a getaway? Here are two delightful places to explore:



### Skagit River Gorge

City Light offers the Diablo Lake Adventure, a 2.5-hour escorted tour and cruise departing from Newhalem, Washington. You will savor cascading waterfalls, snow-capped mountains and alpine vistas as you learn about the history and operation of our hydroelectric facilities. Picnic lunches may be purchased when you make your reservations. The tours operate June through September. Reservations

are required. For City Light tour dates, hours, reservations, prices, and more information about local sights, call (206) 684-3030, visit [www.SkagitTours.com](http://www.SkagitTours.com) or e-mail [SkagitTours.Reservations@seattle.gov](mailto:SkagitTours.Reservations@seattle.gov).

- In addition, we offer the Diablo Dam Good Dinner Tour with the popular all-you-can-eat chicken dinner.
- If you like self-guided tours pick up the "Walking Tour of Newhalem" brochure from the Newhalem Visitor Center and enjoy the town's historic attractions. The Gorge Powerhouse Visitors Gallery is open daily from 8 a.m. to 4 p.m., offering views of powerhouse turbines and photo displays with recorded narration.

### Pend Oreille River

Take a road-trip to Pend Oreille (pronounced "pond-ah-ray") County in the northeast corner of Washington, two hours north of Spokane. Tour City Light's stunning Boundary Hydroelectric Project nestled in the foothills of the Selkirk Mountains along the scenic Pend Oreille River. This facility produces about 30 percent of the electricity used by City Light customers.

City Light gives free guided tours Thursdays through Mondays from 10:30 a.m. to 4:30 p.m., Memorial Day through Labor Day. Reservations are not required, but groups of 10 or more should call in advance. For more information visit [www.seattle.gov/light/tours/boundary/](http://www.seattle.gov/light/tours/boundary/), call (509) 446-3083 or e-mail [gary.baird@seattle.gov](mailto:gary.baird@seattle.gov).

Picnic area, boat launch and campsites provide access to the sparkling water of the reservoir. Recreational opportunities abound including fishing, camping, backpacking and horseback riding. You can learn more from our online video. Visit [www.seattlechannel.org/videos](http://www.seattlechannel.org/videos) and search for "Boundary Country Recreation."



## A tempting "low-car diet"

Help reduce traffic and greenhouse-gas emissions. Try a "low-car diet" for a month by not driving one of your cars and receive great tips on getting around by bus, bike, foot or carpool, plus \$50 of free Flexcar (car sharing) use. By selling one of your cars, you'll get up to \$600 of Flexcar use and save thousands of dollars in car costs annually. For details, contact Seattle Dept. of Transportation's One Car Less Challenge, (206)615-1550, [www.seattle.gov/waytogo](http://www.seattle.gov/waytogo) and Flexcar, (206) 323-3539, [www.flexcar.com/](http://www.flexcar.com/).

**Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.**



## Phone scam ALERT!

Be suspicious of telephone calls from alleged City Light employees, calling about problems with your bill payment and demanding immediate credit card payment. Don't give out your credit card information. Instead call (206) 684-3000 to verify the status of your account and your payment options.

City Light will send you written notice if your power is at risk of being disconnected for nonpayment. Report scams to the police. Elderly and foreign-born customers may be targeted by scam artists.

## A note about streetlight rates

In January 2007, streetlight rates were raised. Bills for rental streetlights went up by an average 61 percent. The monthly charge for a typical 100-watt lamp increased by about \$2. The current streetlight rates reflect the true cost of service. The last time these rates were increased was March 2002.



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This newsletter is available in alternate formats upon request. Call (206) 684-3000. [www.seattle.gov/light](http://www.seattle.gov/light)



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